



## **COMPLAINTS AND APPEALS PROCESS**

East Midlands Chamber (EMC) aim to offer you the best possible service but there may be occasions when you feel you have cause for complaint.

If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response you have the right to take your complaint further through our complaints procedure which is detailed below.

The person you first raise the matter with will usually be able to help but if you do not know whom to contact you can:

- Telephone information on 0333 320 0333
- Write to the Chief Executive:  
Scott Knowles  
Derbyshire, Nottinghamshire and Leicestershire Chamber of Commerce  
Commerce Centre  
Canal Wharf  
Chesterfield  
Derbyshire  
S41 7NA
- Email your complaint to [complaints@dnlcc.co.uk](mailto:complaints@dnlcc.co.uk)

Upon receipt of your complaint we will then arrange for the right person to look into and respond to your concerns. Your complaint will be acknowledged within three working days of receipt, together with a time scale for resolution.

EMC will resolve your complaint within fourteen working days.

## **APPEALS**

In the unlikely event that you remain unhappy, you can ask for your complaint to be referred back to the Chief Executive for further review. The Chief Executive will consider your complaint and where necessary pass on your details to the most suitable regulatory body for arbitration.

Following our complaints procedure does not affect your legal rights.

**This policy has been approved by the Chief Executive.**

**Signed:**

A handwritten signature in black ink, appearing to read 'S Knowles', written over a white background.

**Title: Chief Executive**

**Date: January 2016**